



STATE OF TENNESSEE
Department of Human Services

REQUEST FOR PROPOSALS #34501-13019
AMENDMENT #3
SYSTEM INTEGRATION AND TECHNICAL ADVISORY SERVICES

DATE: August 2, 2019

RFP # 34501-13019 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		06/03/19
2. Disability Accommodation Request Deadline	2:00 p.m.	06/06/19
3. Pre-response Conference	2:00 p.m.	06/13/19
4. Notice of Intent to Respond Deadline	2:00 p.m.	06/20/19
5. Written "Questions & Comments" Deadline	2:00 p.m.	06/27/19
6. State Response to Written "Questions & Comments"		08/02/19
7. Response Deadline	2:00 p.m.	09/12/19
8. State Completion of Technical Response Evaluations		10/11/19
9. State Schedules Respondent Oral Presentation		10/16/19
10. Respondent Oral Presentation	8 a.m. – 4:30 p.m.	10/20/19 through 10/25/19
11. State Opening & Scoring of Cost Proposals	2:00 p.m.	10/26/19
12. Negotiations (Optional)		10/29/19 through 11/04/19
13. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	11/07/19
14. End of Open File Period		11/14/19
15. Federal Review of Contract		11/20/19 through 01/20/20
16. State sends contract to Contractor for signature		1/24/20

17. Contractor Signature Deadline	2:00 p.m.	1/31/20
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1. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFP document.

Question #	RFP Page Number	RFP Section Reference Number	Question	State Response
1	N/A	N/A	Can the state provide an estimated value/budget of the contract?	At this point, the State does not have a methodology for developing a reliable estimate of the total cost of the services.
2	N/A	N/A	Do we need to include a separate table of contents or just the Response and Evaluation Guides?	A table of contents is not required, but may prove beneficial.
3	N/A	N/A	Should the Response and Evaluation Guides be the very first pages of our Technical Response?	There are no requirements outside of what is outlined in the solicitation regarding the order of the technical response.
4		Attachment 6.2, A.7	“Provide written attestation that Respondent has successfully completed one...project....comparable in size and complexity to that specified herein, or larger;” Can the state provide quantifiable information so that interested vendors can accurately compare their previous experience?	The requisite experience is successfully serving as system integrator for an enterprise modernization project supporting a state agency with multiple lines of service or business.
5	N/A	N/A	Does the Project Team and Personnel have to be employed by Respondent at the time of Proposal submission?	Yes
6	N/A	N/A	Can the State please provide any approved budgetary figure or range that represents the anticipated investment in this SI / Technical Advisory initiative?	At this point, the State does not have a methodology for developing a reliable estimate of the total cost of the services
7	44; 52	A.3.a.iii; A.15	Please provide information regarding choices already made concerning the technology stack decisions.	As of now, TDHS has chosen Redhat Fuse, ServiceNow and Box for the technology stack.

8	7	3.1.1.2	<p>The Technical Response instructions tell Bidders to "use a 12 point font for text."</p> <p>Please confirm: for graphics and tables, may Bidders use a smaller font (10 point), since graphics and tables require a more concise presentation?</p> <p>We use subheadings within the text to organize the response and help guide the reader through major topics. For clarity, may Bidders use a larger font (greater than 12 point) for these descriptive subheadings?</p>	<p>Yes. However, all ancillary/supplemental text in graphics and tables must be readable for evaluation reviewers.</p> <p>Yes, a 12pt font may be used for subheadings within text.</p>
9	8	3.2.2.1	<p>The Response Delivery instructions tell Bidders to submit "five (5) digital copies of the Technical Response each in the form of one (1) digital document in 'PDF' format properly recorded on its own otherwise blank, standard CD-R recordable disc or USB flash drive. . . "</p> <p>Please clarify: is this requirement asking for one single CD or flash drive that contains five copies of the Technical Proposal or is it requiring five CDs or flash drives that each contain a single copy of the proposal?</p>	<p>Respondent should provide five separate CDs or USB drives containing the requested information.</p>
10	19 and 20	A.2, A.5, A.6	<p>The Mandatory Requirements in A.2, A.5, and A.6 tell Bidders to "provide a statement," "provide written confirmation," and "provide a statement confirming. . . "</p> <p>Please confirm that these requirements describe narrative statements in the proposal and NOT signed documents.</p>	<p>A signed document is not necessary for the aforementioned sections unless otherwise requested as an attestation of understanding.</p>

11	20	A.5	<p>The Mandatory Requirement in A.5 refers to Attachment 6.7, the Non-Disclosure Agreement. However, it's not clear whether or not the Non-Disclosure Agreement should be submitted with the Technical Proposal.</p> <p>Please clarify: should Bidders include the signed Non-Disclosure Agreement with the Technical Proposal?</p>	Respondent should include a completed Non-Disclosure Agreement in the technical proposal.
12	20	A.7	The Mandatory Requirement in A.7 requires an Attestation. Does this require a signed document?	Yes.
13	31	6.2 Section D	<p>The Response Requirements in 3.1.1 tell Bidders that Attachment 6.2 provides the specific requirements for submitting a response.</p> <p>Attachment 6.2 includes a Section D: Oral Presentation. Section D tells Bidders how to structure their Oral Presentations and the major topics to include along with the points assigned to each section of the Oral Presentation.</p> <p>Since Orals are scheduled for October, does Tennessee expect a written response to Section D in the Technical Proposal?</p>	No, the State does not expect a written response. Respondents selected to give oral presentations will be notified per the schedule of events.
14	90	Attachment C	<p>Should Bidders include the signed Attachment C "Sample Letter of Diversity Commitment" with the Technical Proposal?</p> <p>Or--is this document required only from the Selected Bidder, following Contract Award?</p>	Respondents shall provide documentation as outlined in B.15.
15	41	A2.d - Project Overview/Workstreams 1 and 2	The Pricing section defines only 7 payments over the potential 24 month period. Will the State consider submilestones that align better to actual contractor costs?	The State will keep the seven defined payment milestones as is.

16	62	A.26 - Warranty	Since the RFP is for services to be provided for yet unknown systems - please confirm that the contractor will not be held responsible for defects attributable to other 3rd parties.	The Contractor will be responsible only for the goods or services provided under this Contract.
17	32	Attachment 6.3, Cost Proposal Template	The cost model does not provide for costs associated with tools required by the contractor to support the delivery of required services including PMO tools, testing tools, process/architecture modeling tools and others. How is the contractor to identify and price tools for the response?	The price for any tools required by the contractor to support the delivery of required services should be captured in tabs 5 (Workstreams 1 & 2), 6 (SOW Workstreams 3-6), and 7 (Technical Advisory Services).
18	50	A.12	Please identify each of the specific Federal certification and compliance requirements that the State is referencing in Section A.12.	Please see pro forma Section A.12 as revised by this amendment.
19	N/A	N/A	Does the State have a preference of Operating System on which to build a solution, or is it open for the vendors to recommend?	Not applicable to this contract.
20	N/A	N/A	Is there a budget in place for the project? Are you able to share any budgetary guidelines?	At this point, the State does not have a methodology for developing a reliable estimate of the total cost of the services.
21	N/A	N/A	Will there be an expectation that any applications developed should be mobile friendly, or will most use be on PC/Laptops?	TDHS is taking an Omni channel approach, but the vendor selected in this RFP will not develop any applications.
22	1	1.1	On page 3 it says, "The development and management of EIP would be the responsibility of the awarded Respondent ("Contractor")." How is it recommended to price the management of EIP? Should our response initially be to develop the solution and propose a monthly fee to support it, or would a separate contract be written for support services?	Management of EIP and other support services would be through a separate contract.
23		N/A	Workstreams 1 & 2 are clear, but since Workstreams 3 - 6 will have SOWs issued to define and initiate them, is the vendor to include pricing for them?	Tab 6 Attachment 6.3.1 (SOW Workstreams 3-6) of the Cost Proposal calculates the cost of anticipated SOW-based workstreams, using estimated hours for evaluation purposes only. The actual hours for each SOW will be determined through the SOW

				process described in Section A.4 of RFP Attachment 6.6.
24	46	Attachment 6.6	Are we pricing only Workstreams 1 & 2 right now, and the SOWs to define and initiate Workstreams 3 - 6 will be priced as the SOWs are issued? It sounds this way based on information on page 46, but want to verify.	<p>The information entered on tab 5 (Workstreams 1 & 2) of the Cost Proposal will become the fixed prices for these activities regardless of the actual staff resources utilized.</p> <p>Tab 6 (SOW Workstreams 3-6) of the Cost Proposal calculates the cost of anticipated SOW-based workstreams, using estimated hours for evaluation purposes only. The actual hours for each SOW will be determined through the SOW process described in Section A.4 of RFP Attachment 6.6.</p>
25	N/A	N/A	Can non-key personnel work remote? IE, not in Tennessee, but still in the Midwest?	The Contractor shall ensure the availability of staff to attend meetings in person On-Site as requested by TDHS.
26	Page 19	A.4	As it has in the past, would the State consider submission of a Dun & Bradstreet report satisfactory in response to Technical Response & Evaluation Guide Section A.4?	A Dun and Bradstreet report is an acceptable document for A.4.
27	Page 52	A.14	Can the State provide an estimate as to how many technical staff will require training per section A.14 in the Pro Forma contract?	The State anticipates approximately 15-20 Technical staff for training.
28	50	A.13 and Appendix 2	We understand the mapping of most of the modules in A.13 to the components in Appendix 2. However Section A.13.iv. Security and privacy management does not seem to appear in Appendix 2, while Appendix 2, bullet 2 Integrated Eligibility Application and Screening/ Application/Determination (“SAD”) is not noted in Section A.13. Please clarify the intended components in scope for this RFP.	The State’s specific needs in this area will be addressed during the contract’s term via a statement of work process defined in the pro forma contract.
29	N/A	N/A	Is the use of offshore resources who remain compliant with Pro Forma Contract Section E Special Terms and Conditions, subsection 10 permitted?	Per State of Tennessee STS guidelines, this is not allowed.

30	52	A.15	The Pro Forma contract includes section A.15 EIP Services: Hardware/Software Support. However, this section is not specifically referenced in the Technical Response & Evaluation Guide, Section C. Please confirm where respondents should address A.15, if necessary.	The State did not intend to assign item score for A.15. Respondents may use RFP Attachment 6.2 Section C, Item Ref. C.2 if necessary.
31	22	RFP, Item reference A.6	Per the roles and responsibilities of the awarded contractor for this RFP, can the State clarify if the IV&V, the QA and/or the Program Module contractor(s) have been selected for this project? If so, can the State provide the names of the vendors? If not, does the State intend to release separate RFPs for the procurement of these services with another vendor?	The State intends to issue separate RFPs for the procurement of these services with another vendor(s). Note that if awarded a contract from this RFP, a vendor shall not serve as the Program Module Contractor(s), Quality Assurance Contractor, Independent Verification and Validation (IV&V) Contractor, or be a subcontractor of these entities for any ESM project component.
32	N/A	N/A	Is any part of Family Assistance (FA) Program Module part of this RFP scope? If so, please elaborate	A separate RFP will be released for the Family Assistance (FA) Program Module. The SI contractor will be responsible for the integration of the FA Program Module.
33	N/A	N/A	Is documentation of Integrated Eligibility Rules part of this RFP scope?	No
34	N/A	N/A	Is implementation of Integrated Eligibility Rules part of this RFP scope?	No
35	N/A	N/A	Is the contractor responsible to test every Program Module or only integration between the modules?	Please refer to RFP Attachment 6.6, Section A.18.a.
36	N/A	N/A	Is any of the Program modules being build on a SaaS platform? If so, what platform?	The State is still evaluating options.
37	N/A	N/A	Is any of the Program modules being build on Salesforce platform? If so, by which vendor?	The State is still evaluating options.
38	50	A.12	Is the contractor responsible for attaining federal certification where needed? Or just documenting requirements as stated in section A.12	Please see pro forma Section A.12 as revised by this amendment.
39	50	A.13 and Appendix 2	The 5 components in the Sample Contract Section A.13 does not align with the 5 components in Appendix 2. Please clarify the 5 components of EIP scope	Please see Appendix 2 as deleted and replaced by this amendment.

40	N/A	N/A	Are any of the Program Modules rewrites or modernization part of the RFP scope?	No
41	N/A	N/A	Is Enterprise Content Mgmt implementation or solution part of this RFP scope?	The contractor is expected to integrate the identified Content Management Solution. Implementation is not in the scope for this contract.
42	N/A	N/A	Program Module contractor(s) -- please provide vendor count and if okay identify them?	Please see the response to question #31.
43	N/A	N/A	Independent Verification and Validation ("IV&V") contractor -- please provide vendor count and if okay identify them?	Please see the response to question #31.
44	N/A	N/A	EIP Component Provider(s) -- please provide vendor count and if okay identify them?	The vendor count has not yet been confirmed.
45	N/A	N/A	Quality Assurance ("QA") contractor -- please provide vendor count and if okay identify them?	Please see the response to question #31.
46	N/A	N/A	Will the BI software/tool stack be identified by the time of the RFP award?	The State is still evaluating options.
47	N/A	N/A	What is the name of the vendor who conducted the feasibility study and alternatives analysis? Will the state provide that document in a publically available environment ?	The State contracted with Gartner to conduct the Feasibility Study. The State does not intend to share the Feasibility Study Assessment report because it is not representative of the State's needs under this procurement.
48	N/A	N/A	Please confirm Program Module providers precluded from bidding on the EIS work?	Please see the response to question #31.
49	N/A	N/A	Has the tech stack in EIP reference architecture been defined? If so, please provide a list of the tools to be used	Please see the response to question #7.
50	N/A	N/A	Please confirm insurance coverage is required by the Contract Awardee before program start, and not by all bidders for submittal.	This is correct. An insurance certificate will be collected prior to contract start.
51	N/A	N/A	Please confirm the state will finalize all contract terms with the awardee, directly after contract award, and before contract start date.	The State is not accepting redlines to the contract.
52	N/A	N/A	Please re-state the contract term (length of contract)	The Contract shall be effective for the period beginning on March 1, 2020 ("Effective

				Date”) and ending on February 28, 2023 (“Term”). Please see RFP Attachment 6.6, Section B. Term of Contract for additional information.
53	9	p.9/ 3.1.1	Is the Respondent required to enter all response content in Attachment 6.2 or can the Respondent provide answers utilizing their own letterhead and company style guide as long as all requirements are addressed?	The respondent can format their response in any way, so long as all outlined requirements are met.
54	9	p.9/3.1.1.2	Can a font size smaller than 12 be utilized in tables of the response?	Respondent may use smaller than 12 pt. font for graphics, tables, and organizational charts, provided all text is legible.
55	N/A	N/A	Will the State release Word versions of RFP documents, the contract in particular?	The State is not considering that at this time.
56		Pro Forma Contract: Attachments	Do completed version of Pro Forma attachments a -g need to be submitted with the proposal response or only upon contract execution?	The State is only asking respondents to provide Attachments A-E. Contract-related documentation can be completed after the open file period.
57	40	p.40/ Score Summary Matrix	Is the Score Summary Matrix to be completed by the State?	Yes, the State will complete.
58	46	p.46/ Pro Forma Contract/A.6. b. v	Please provide more information about what is meant by "A discussion of innovative ideas with regard to the provision of services specified in the Scope." What is the State looking for and how will it be evaluated for approval?	The Contractor is required to provide innovative ideas as part of their Project Approach Document.
59	50	p. 50/ Pro Forma Contract/ A.14	Can the State please identify which State Technical staff will need to be trained, how many staff members are expected to be trained and the skills assessment that is expected to be used?	The State anticipates approximately 15-20 Technical staff for training. Please refer to Section A.14.a for information regarding skills assessment.
60	52	p.52/Pro Forma Contract/ A.15	Is the state currently, actively pursuing procurement of Contractor-hosted cloud-based EIP components, as well as State-hosted EIP components? If so, how is the Contractor to know what components are being purchased?	Please see response to question #7. These components are cloud hosted.
61	57	p. 57/ Pro Forma Contract/ Key Position tables	Is the Project Manager or the Project Director considered to be key personnel?	The Project Director is listed under Key Personnel. The Project Manager is listed under Non-Key Personnel.

62	58	p.58/ Pro Forma Contract/ A.22.h.1	Can the state please clarify how "State-approved number of appropriately qualified and trained personnel", "at all times" and "appropriately qualified" are being defined?	Please refer to sections A.22.a., A.22.b., A.22.c. and A.22.d. Also see table in section A22.h.iii.
63	62	p.62/ Pro Forma Contract / A. 26	Can the state please clarify the expected Warranty period?	The term of the warranty ("Warranty Period") shall be the greater of the Term of the Contract or any other warranty generally offered by Contractor, its suppliers, or manufacturers to customers of its goods or services.
64	N/A	N/A	Please confirm that the scope of this engagement regarding the Enterprise Integration Platform (EIP) is to provide a technical infrastructure that is interoperable and flexible that will not restrict (or create significant rework with) the eventual procurement of a transfer or commercial off the shelf (COTS) products to replace legacy TDHS systems as described in the solicitation?	Yes, confirmed.
65	N/A	N/A	Will the contractor's scope include ongoing responsibility for the performance implications of the architecture that they recommend?	Yes
66	N/A	N/A	Is the intent for the contractor only to install a pre-selected common rules engine product and not to configure any rules specific to the supported TDHS programs?	Yes
67	N/A	N/A	Please confirm that the scope of this solicitation excludes the contractor in designing or developing any of the portal components (for workers, customers, partners or providers).	Confirmed
68	N/A	N/A	Is the intent for the contractor to stand up a pre-selected MDM product, but will not be responsible for data migration into the MDM nor responsible for integration with the new ESM system(s) or any legacy data sources?	Please refer to A.2 for project overview. State may seek data migration services through SOW process if needed.

69	N/A	N/A	Can TDHS please confirm that the intent is to continue to leverage the Technical Advisory Services beyond the EIP phase and into the eventual ESM integration?	Yes, confirmed.
70		Section A - Mandatory Requirements, A.6	Could TDHS please provide additional information on the anticipated procurements and expected timeframe for the Enterprise System Modernization (ESM) scope. Specifically, as noted in Section A.6. of Section A -- Mandatory Requirement Items, could you provide a breakdown of the Program Module components and how and when you expect to procure these various system components.	Please refer to RFP Section 1.1.1.
71		Appendix 2	Could TDHS please provide additional information on the components of the Technical Architecture in terms of which specific products have been selected already and which specific products will be determined as part of the scope of the EIP project.	Please see Appendix 2 as deleted and replaced by this amendment.
72		Appendix 2	Could TDHS please confirm that Service Now will be the software used for the Portal Architecture.	Yes, confirmed.
73		Appendix 1	Can TDHS please clarify the responsibility of the EIP Contractor in implementing the Enterprise Platform Part 1, Part 2, and Part 3 as described in the ESM Solution Approach in Appendix 1. Is the implementation of the ESB, ECM, Portal and MDM components within the scope of the EIP Contractor and if so, is there additional information on the scope of these initiatives?	Please see Appendix 2 as deleted and replaced by this amendment.

74		Section 1.1	<p>In Section 1.1, the RFP states: The development and management of EIP would be the responsibility of the awarded Respondent (“Contractor”). Is it correct to say that the Contractor will not only advise on the EIP components and architectural design but will also be responsible for actually installing, configuring, testing all EIP components? Then, as a new system, for example, family assistance, is procured, the RFP indicates that the Contractor shall support the integration of enhanced or replacement systems. Can you define “support” in this context? Is the Contractor for this RFP solely in an advisory role, and the selected system vendor for newly procured modules will be responsible for the design, development and implementation of the replacement module, with the contractor of this RFP overseeing that work?</p>	<p>The contractor selected under this RFP will advise on architectural design, will potentially provide assistance in configuring EIP components, define integration rules for program solutions, as well as general integration guidelines</p>
75		Section A	<p>In Section A, the RFP talks about the EIP responsibilities of the contractor as "system integration services". Again, please define the roles and responsibilities of the Contractor for this RFP vs. any subsequent vendor partner selected to provide modernized systems that support TDHS’ FA, CC, and CS operations on the EIP. Is it correct to assume that the contractor for this RFP will be “reviewing” the work of the subsequent vendor (new system artifacts, design, integration plan, and testing results) but not actually performing the DDI for the new systems?</p>	<p>Yes; please refer to RFP Attachment 6.6, Section A.16.</p>

76		Section A.13	In Section A.13, the RFP states that the Contractor shall design, develop, and implement an EIP based on all the approved requirements, including a common gateway portal which will allow access for robust customer self-service and employee access from different device types. Please confirm that the DDI of a citizen and worker portal is in scope for the contractor for this RFP? Is it correct to assume that this portal will not be procured separately but be part of this contract?	Procurement, design, development and implementation of a citizen and worker portal is not in scope for the contractor here.
77		Appendix 1	Should the Contractor assume the use of ServiceNow as Enterprise Tool and its Customer Service Management Application and Portal as primary applications for scope of this project? What other tools, platforms, architectural components have already been selected?	Yes, TDHS plans to use Service Now as an Enterprise Tool. Please see response to question # 7 for other tools.
78		Appendix 1	Will TDHS be providing UI/UX Portal Branding and Design for three primary portals i.e. Employee, Provider and Consumer?	Yes
79		Appendix 1	Does TDHS have a rough number of catalog items, etc to place on three primary portals i.e. Employee, Provider and Consumer?	Not in scope for this contract. Included appendices are for reference.
80		Appendix 2	Is TDHS expecting to implement ServiceNow Security Operations Application? If yes, please provide details.	Not applicable to this contract.
81		Appendix 2	Is TDHS considering database level data encryption? If so, please provide details.	Not in scope for this contract. Included appendices are for reference.
82		Appendix 2	Where does TDHS foundation data such as users, roles, etc currently reside? E.g. AD, etc	This data is in Active Directory.
83		Appendix 1	What legacy systems/technologies other than mainframe technologies TDHS expect to retain and/or integration with ServiceNow?	The State is planning to modernize all DHS legacy systems/technologies.

84		Appendix 2	TDHS currently uses MS SQL, MS Integration and MS Power BI and Tableau for data marts and reporting. Is TDHS open to acquiring ServiceNow Performance Analytics and transfer data Mart and reporting to ServiceNow to be on one system of action?	The State is still evaluating options.
85		Appendix 2	For cloud environment and OLTP - DBMS in particular, is TDHS expecting to leverage ServiceNow Cloud Management?	Not applicable to this contract.

2. Delete Pro Forma Section A.12.a in its entirety and insert the following in its place (any sentence of paragraph containing revised or new text is highlighted):

A.12.a: The Contractor shall develop an SOA-compliant EIP based on the approved Technical Roadmap. ~~The Contractor shall derive the EIP design requirements based on the TDHS procurement level requirements listed in Appendix 2.~~ The Contractor shall derive the EIP design requirements based on TDHS enterprise architecture as described in Appendix 2. These requirements shall form the basis for technical and functional implementation services for EIP Design and integration of Program Modules and other system components.

3. Delete Pro Forma Section A.12.d.viii in its entirety (any sentence of paragraph containing revised or new text is highlighted):

A.12.d: The Contractor shall identify and validate the following requirements at a minimum:

- i. High-level technical requirements from TDHS' 2017 feasibility study on the ESM Solution.
- ii. EIP software component/Program Module alignment requirements.
- iii. Interoperability/interface requirements.
- iv. Performance requirements.
- v. Audit/compliance requirements
- vi. Security and privacy requirements, including roles and responsibilities for users and data accessibility or restrictions (for example, see Contract Sections A.13.a.iv, A.13.d, D.20, E.9, and E. 18, and Attachment B).
- vii. Disaster recovery requirements.
- ~~viii. Federal certification and compliance requirements.~~

4. Delete Pro Forma Appendix 2 in its entirety and replace it with the new Appendix 2, attached hereto.

5. RFP Amendment Effective Date. The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.